Nortel Mobile Communication Client 3100 for BlackBerry Quick Reference

Getting started with the MCC 3100 for BlackBerry

The Nortel Mobile Communication Client 3100 (MCC 3100) for BlackBerry provides enterprise collaboration functionality to a BlackBerry mobile device using a data (Internet) connection over the cellular network. MCC 3100 for BlackBerry allows real-time communication with the Nortel Mobile Communication Gateway 3100 (MCG 3100) and Nortel Communication Server. The term Communication Server means all communication servers that MC 3100 supports (see the MC 3100 Product Bulletin). For more information on MCC 3100 for BlackBerry, see *Nortel Mobile Communication Client 3100 for BlackBerry User Guide* (NN42030-101).

Important Notice:

Select and use headsets designed to reduce excessive sound pressure levels or acoustic shocks. Check that headsets meet their respective National or International Acoustic and Safety requirements.

Starting the MCC 3100

1. Select the Nortel MCC 3100 application icon from the BlackBerry main menu.

The main MCC 3100 screen appears and you can use the application.

Note: The first time you start the MCC 3100 for BlackBerry, a warning appears stating that the application has requested an HTTP connection.

a. Select **Allow this connection for All HTTP connections**.
b. Enter your configuration settings at the prompt.

Accepting or declining a call

Accepting an incoming call with the MCC 3100 with Call Screening Enabled:

1. In the alert pane, select Accept.
2. Press the trackwheel or press **SEND**.

Accepting an incoming call with the MCC 3100 with Call Screening Disabled and Cellular Voice Mail enabled:

1. At the prompt, press pound (#).

Accepting an incoming call with the MCC 3100 with Call Screening Disabled and Cellular Voice Mail disabled:

1. Press the trackwheel or press **SEND**.

Declining an incoming call with the MCC 3100:

1. Press **END**.

   The call is declined and forwards to voice mail.

Exiting or hiding the MCC 3100

Exiting the MCC 3100 application:

1. Select **Menu, Quit** from the MCC 3100 main menu.

Hiding the MCC 3100 application:

1. From the main menu, select **Menu, Close**.

The application remains running in the background and does not appear. When you access the Nortel MCC 3100 for BlackBerry again from the BlackBerry main menu, you return to the last screen you used.

Dialing calls

Calling by dialing:

1. Expand the **Phone** pane.
2. Dial the extension or PSTN number of the contact.
3. Enter a prefix if one is required.
4. To place a Direct call, press the green key, or choose **Menu, Call**.
5. To use the Call-me-First feature, choose **Menu, Call me First**. Answer the incoming call.
6. To use an alternate number, choose **Menu**, **Call From**. Select the number from the list or enter a new number.

Calls to friends

Calling a friend:

1. Expand the **Buddy** list pane.
2. Scroll to the name of the Buddy that you want to call.
3. Select **Menu, Call <number>**.
4. Enter a prefix before the number if one is required.
5. To place a Direct call, press the green Call button or select **Menu, Call**.
6. To place a Call-me-First call, select **Menu, Call me First**.
7. To call from an alternate number, select **Menu, Call From**, select a number from the list or enter a new number. Then press the green call button or select **Menu, Call**.

For more information, see *Nortel Mobile Communication Client 3100 for BlackBerry User Guide* (NN42030-101).

Voice Mail

Accessing voice mail:

1. Expand the **Voice Mail** pane.
2. Select **Call Voicemail**.

- The Mobile Communication Gateway 3100 (MCG 3100) sets up the connection to the voice mail server.

3. At the prompt, enter your voice mail mailbox number and password.

Note: You must use the BlackBerry phone application to generate DTMF tones.

Calls to an emergency number

Calling an emergency number

1. Ensure that the cellular network connection is active.
2. Go to the **Phone** panel.
3. Dial the emergency number (for example, 911).
4. Press the green Call button or select **Menu, Call <number>**.

Instant Conferences

Initiating an Instant Conference:

1. Expand the **Buddy** list pane.
2. Scroll to and highlight the users that you want to include in the instant conference.
3. Select **Menu, Expand.**
4. Select **Menu, Query Presence** to determine the presence status of the group members.
5. To specify who you want to include in the call, highlight individual users and select **Menu, Select.**
6. Highlight the group folder and select **Menu, Instant conference.**
7. In the **Make Instant Conference From** list, select a number or enter a new number.
   The system places the call.
8. Accept the incoming call, and follow the prompts. As the instant conference initiator, you must:

   a) Record the conference greeting, and then press # on your phone.

   b) Press **1** to review the greeting, press **2** to re-record the greeting, or press any other key to accept the greeting and start the conference.
9. The system calls the buddies you selected at their default contact locations. On a regular phone, users can accept the instant conference by pressing the # key or reject it by hanging up. On the MCC 3100 for BlackBerry users can select one of the following menu options:

- Join now
- Accept <number>
- Join later
- Decline

Logs

The Logs pane provides a history of your most recent incoming and outgoing calls, voice mail messages, and system event notifications.

Viewing the History (Call Logs):

1. Expand the **History** pane.
2. Scroll and highlight the entry you want to view.
3. To view the individual log entry details, select the entry, and select **Menu, Log Details**.

Instant conference commands

Use these commands to manage instant conferences:
****** help
***1** ends the conference
***3** dial another friend, then press #
***5** mutes or unmutes the conference
***6** mutes or unmutes your own voice
***7** locks or unlocks the conference
***8** hear a list of participants
***9** stops help

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